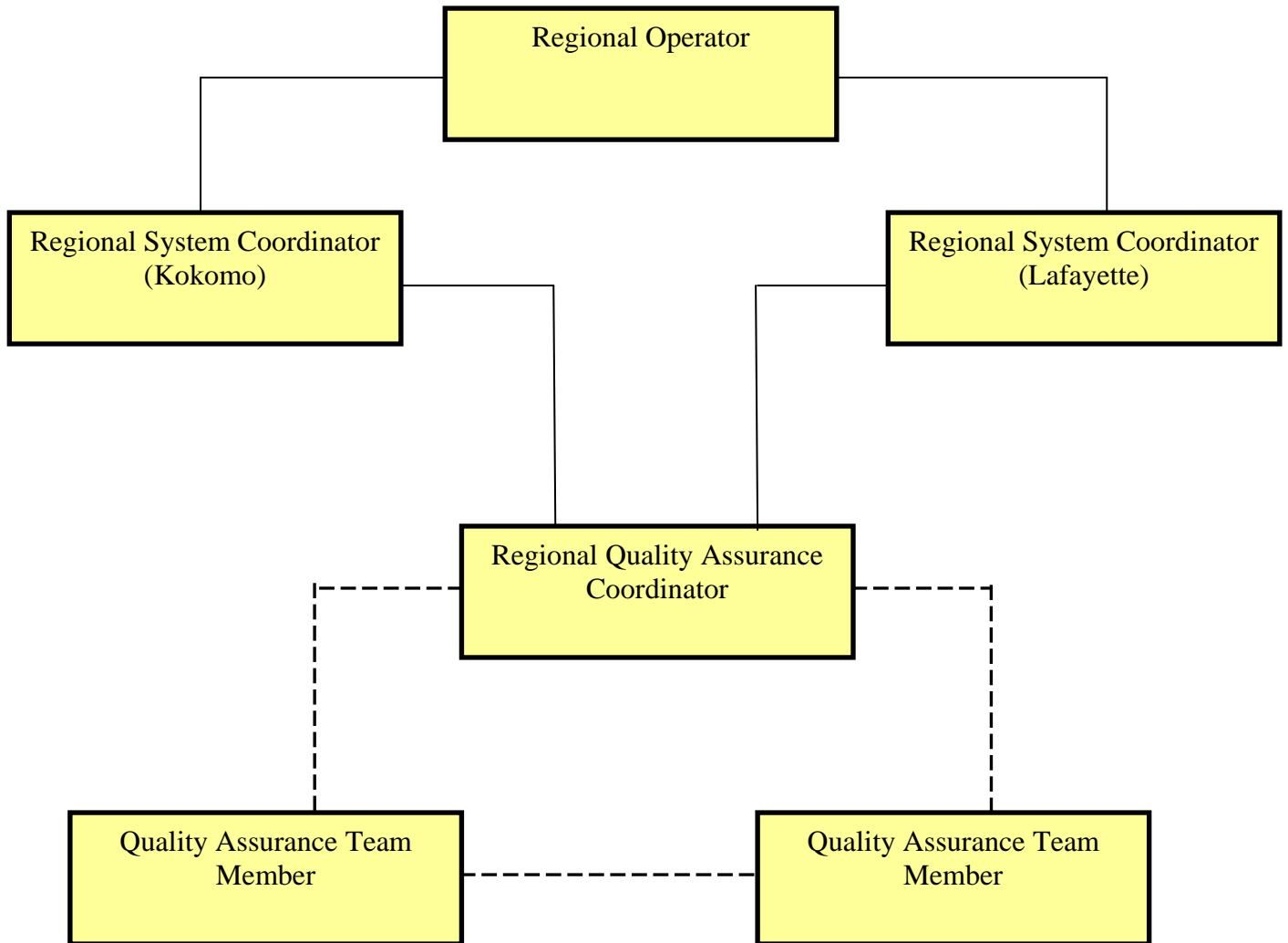


# **QUALITY ASSURANCE**

**Quality Assurance Team Organization**



## ADDENDUM 6

### **Quality Assurance Team**

#### **Mission Statement**

The Quality Assurance Team will analyze data to support Leadership, WorkOne Centers, and Teams, Improve customer flow process, and continuously engage customer to achieve high performance

#### **Functional Responsibilities**

##### Data Integrity

- Ensure TrackOne and New job match system are consistent with each other
- Review Data validation and case note quality
- Provide Technical assistance/Training
- Ensure TrackOne data entry and integrity

##### Examine Data Analysis

- Analyze performance against local Integration Metrics, State, and Federal measures
- Recommend process improvements (show/no show, best results, etc)
- WorkOne Center and Team productivity

##### Support for Continuous Engagement

- Adherence to the two times in 90 day support standard
- 30 and 60 day alerts
- Electronic notifications to Team Leaders
- Service to “no-shows”
- Track the TAA Key Dates

##### Customer Engagement Promotion

- Create a Marketing Database for email and mail communication
- “Invite”: REA, UI Profiling
- Re-invite the non-engaged customers